



Your business
is our business.

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June 25, 2015

VIA Electronic Comment Filing System

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, SW
Washington, DC 20554

**Re: WC Docket No. 14-58
2015 ETC Annual Report of FTC Communications, LLC
Study Area Code 249002**

Dear Ms. Dortch:

On behalf of FTC Communications, LLC, JSI files the attached FCC Form 481 ETC annual reporting information pursuant to sections 54.313 and 54.422 of the Commission's rules.¹

Please direct any questions regarding the filing to the undersigned.

Sincerely,

John Kuykendall
JSI Vice President
301-459-7590
jkuykendall@jsitel.com

¹ 47 C.F.R. §§ 54.313, 54.422.

**FCC Form 481 - Carrier Annual Reporting
Data Collection Form**

 FCC Form 481
 OMB Control No. 3060-0986/OMB Control No. 3060-0819
 July 2013

<010> Study Area Code	249002
<015> Study Area Name	FTC COMMUNICATIONS, LLC
<020> Program Year	2016
<030> Contact Name: Person USAC should contact with questions about this data	Mayme Carsten
<035> Contact Telephone Number: Number of the person identified in data line <030>	8433821380 ext.
<039> Contact Email Address: Email of the person identified in data line <030>	mayme_carsten@mail.ftc.org

ANNUAL REPORTING FOR ALL CARRIERS		54.313 Completion Required	54.422 Completion Required
(check box when complete)			
<100> Service Quality Improvement Reporting	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<200> Outage Reporting (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<210> <input checked="" type="checkbox"/> <-- check box if no outages to report		<input checked="" type="checkbox"/>	<input type="checkbox"/>
<300> Unfulfilled Service Requests (voice)	0	<input type="checkbox"/>	<input type="checkbox"/>
<310> Detail on Attempts (voice)	<div style="border: 1px solid black; height: 40px; width: 100%;"></div> (attach descriptive document)	<input type="checkbox"/>	<input type="checkbox"/>
<320> Unfulfilled Service Requests (broadband)	<div style="border: 1px solid black; height: 40px; width: 100%;"></div>	<input type="checkbox"/>	<input type="checkbox"/>
<330> Detail on Attempts (broadband)	<div style="border: 1px solid black; height: 40px; width: 100%;"></div> (attach descriptive document)	<input type="checkbox"/>	<input type="checkbox"/>
<400> Number of Complaints per 1,000 customers (voice)			
<410> Fixed	0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<420> Mobile	0.0	<input type="checkbox"/>	<input type="checkbox"/>
<430> Number of Complaints per 1,000 customers (broadband)		<input type="checkbox"/>	<input type="checkbox"/>
<440> Fixed		<input type="checkbox"/>	<input type="checkbox"/>
<450> Mobile		<input type="checkbox"/>	<input type="checkbox"/>
<500> Service Quality Standards & Consumer Protection Rules Compliance	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<510> <div style="border: 1px solid black; padding: 2px;">249002SC510.pdf</div>	(attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<600> Functionality in Emergency Situations	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<610> <div style="border: 1px solid black; padding: 2px;">249002SC610.pdf</div>	(attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<700> Company Price Offerings (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<710> Company Price Offerings (broadband)	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<800> Operating Companies and Affiliates	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900> Tribal Land Offerings (Y/N)? <input type="radio"/> <input checked="" type="radio"/>	(if yes, complete attached worksheet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<1000> Voice Services Rate Comparability Certification	Yes <input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<1010> <div style="border: 1px solid black; height: 40px; width: 100%;"></div>	(attach descriptive document)	<input type="checkbox"/>	<input type="checkbox"/>
<1100> Certify whether terrestrial backhaul options exist (Yes or No) <input checked="" type="radio"/> <input type="radio"/>	(if not, check to indicate certification)	<input type="checkbox"/>	<input type="checkbox"/>
<1110>	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<1200> Terms and Condition for Lifeline Customers	(complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

<2000>	(check to indicate certification)	<input type="checkbox"/>	<input type="checkbox"/>
<2005>	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

<3000>	(check to indicate certification)	<input type="checkbox"/>	<input type="checkbox"/>
<3005>	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>

(100) Service Quality Improvement Reporting Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	249002
<015>	Study Area Name	FTC COMMUNICATIONS, LLC
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data Mayne Carsten	
<035>	Contact Telephone Number - Number of person identified in data line <030>	8433821380 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	mayne_carsten@mail.ftc.org
<110>	Has your company received its ETC certification from the FCC? If your answer to Line <110> is yes, do you have an existing \$54.202(a) "5 year plan" filed with the FCC?	<input checked="" type="radio"/> (yes / no) <input type="radio"/> <input type="radio"/> (yes / no) <input type="radio"/>

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

Name of Attached Document

Please select the appropriate responses below (Yes, No, Not Applicable) to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to §54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

<113>	Maps detailing progress towards meeting plan targets	<input type="text"/>
<114>	Report how much universal service (USF) support was received	<input type="text"/>
<115>	How much (USF) was used to improve service quality and how support was used to improve service quality	<input type="text"/>
<116>	How much (USF) was used to improve service coverage and how support was used to improve service coverage	<input type="text"/>
<117>	How much (USF) was used to improve service capacity and how support was used to improve service capacity	<input type="text"/>
<118>	Provide an explanation of network improvement targets not met in the prior calendar year.	<input type="text"/>

**(200) Service Outage Reporting (Voice)
Data Collection Form**

<010>	Study Area Code	249002
<015>	Study Area Name	FTC COMMUNICATIONS, LLC
<020>	Program Year	2016
<030>	Contract Name - Person USAC should contact regarding this data	Mayme Carsten
<035>	Contact Telephone Number - Number of person identified in data line <030>	8433821380 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	mayme_carsten@mail.ftc.org

[illegible]

(900) Tribal Lands Reporting
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	249002
<015>	Study Area Name	FTC COMMUNICATIONS, LLC
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Mayme Carsten
<035>	Contact Telephone Number - Number of person identified in data line <030>	8433821380 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	mayme_carsten@mail.ftc.org

<910>	Tribal Land(s) on which ETC Serves	
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<920>	Tribal Government Engagement Obligation	
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Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

Select Yes or No or Not Applicable

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

(1100) No Terrestrial Backhaul Reporting		FCC Form 481	
Data Collection Form		OMB Control No. 3060-0986/OMB Control No. 3060-0819	
		July 2013	

<010>	Study Area Code	249002
<015>	Study Area Name	FTC COMMUNICATIONS, LLC
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Mayme Carsten
<035>	Contact Telephone Number - Number of person identified in data line <030>	843821380 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	mayme_carsten@mail.ftc.org

<1120> Please confirm whether terrestrial backhaul options exist within the supported area pursuant to § 54.313(g) (Yes, No).

<1130> Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).

(1200) Terms and Condition for Lifeline Customers		FCC Form 481
Lifeline		OMB Control No. 3060-0986/OMB Control No. 3060-0819
Data Collection Form		July 2013

<010>	Study Area Code	249002
<015>	Study Area Name	FTC COMMUNICATIONS, LLC
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Mayme Carsten
<035>	Contact Telephone Number - Number of person identified in data line <030>	8433821380 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	mayme_carsten@mail.ftc.org

<1210>	Terms & Conditions of Voice Telephony Lifeline Plans	<div>249002SC1210.pdf</div>	Name of Attached Document
<1220>	Link to Public Website	HTTP	

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

<1221>	Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,	<input checked="" type="checkbox"/>
<1222>	Details on the number of minutes provided as part of the plan,	<input checked="" type="checkbox"/>
<1223>	Additional charges for toll calls, and rates for each such plan.	<input checked="" type="checkbox"/>

(2000) Price Cap Carrier Additional Documentation

Data Collection Form

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	249002
<015>	Study Area Name	FTC COMMUNICATIONS, LLC
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Wayne Carsten
<035>	Contact Telephone Number - Number of person identified in data line <030>	8435621360 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	wayne_carsten@mail.ftc.org

Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting	
<2010>	2nd Year Certification {47 CFR § 54.313(b)(1)i}
<2011a>	3rd Year Certification {47 CFR § 54.313(b)(1)ii}
<2011b>	Attachment {47 CFR § 54.313(b)(1)ii}
Price Cap Carrier Receiving Frozen Support Certification {47 CFR § 54.312(a)}	
<2012>	2013 Frozen Support Calculation {47 CFR § 54.313(c)(1)}
<2013>	2014 Frozen Support Calculation {47 CFR § 54.313(c)(2)}
<2014>	2015 Frozen Support Calculation {47 CFR § 54.313(c)(3)}
<2015>	2016 and future Frozen Support Calculation {47 CFR § 54.313(c)(4)}
Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}	
<2016>	Certification Support Used to Build Broadband
Connect America Phase II Reporting {47 CFR § 54.313(e)}	
<2017>	3rd year Broadband Service Certification
<2018>	5th year Broadband Service Certification
<2019>	Interim Progress Certification
<2020>	Please check the box to confirm that the attached document(s), on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

<2021>	Interim Progress Community Anchor Institutions
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Name of Attached Document(s) Listing Required Information

(3000) Rate Of Return Carrier Additional Documentation

Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	249002
<015>	Study Area Name	FTC COMMUNICATIONS, LLC
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Mayme Carsten
<035>	Contact Telephone Number - Number of person identified in data line <030>	8433821380 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	mayme_carsten@mail.ftc.org

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3010) Progress Report on 5 Year Plan

Milestone Certification (47 CFR § 54.313(f)(1)(ii))

Name of Attached Document Listing Required Information

(3011)

Please check this box to confirm that the attached document(s), on line 3012 contains the required information pursuant to § 54.313 (f)(1)(ii), the carrier shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

(3012)

Community Anchor Institutions (47 CFR § 54.313(f)(1)(ii))

Name of Attached Document Listing Required Information

(3013)

Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2))

(Yes/No)

(3014)

If yes, does your company file the RUS annual report

(Yes/No)

Please check these boxes to confirm that the attached document(s), on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:

(3015)

Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)

(3016)

Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

(3017)

If the response is yes on line 3014, attach your company's RUS annual report and all required documentation

Name of Attached Document Listing Required Information

(Yes/No)

(3018)

If the response is no on line 3014, Is your company audited?

(Yes/No)

If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains

(3019)

Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications

(3020)

Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

(3021)

Management letter and audit opinion issued by the independent certified public accountant that performed the company's financial audit

If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:

(3022)

Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers,

(3023)

Underlying information subjected to a review by an independent certified public accountant

(3024)

Underlying information subjected to an officer certification.

(3025)

Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

(3026)

Attach the worksheet listing required information

Name of Attached Document Listing Required Information

<010>	Study Area Code	249002
<015>	Study Area Name	FTC COMMUNICATIONS, LLC
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Mayme Carsten
<035>	Contact Telephone Number - Number of person identified in data line <030>	8433821380 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	mayme_carsten@mail.ftc.org

Financial Data Summary

- (3027) Revenue
- (3028) Operating Expenses
- (3029) Net Income
- (3030) Telephone Plant In Service(TPIS)
- (3031) Total Assets
- (3032) Total Debt
- (3033) Total Equity
- (3034) Dividends

Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	249002
<015>	Study Area Name	FTC COMMUNICATIONS, LLC
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Mayme Carsten
<035>	Contact Telephone Number - Number of person identified in data line <030>	8433821380 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	mayme_carsten@mail.ftc.org

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Certification - Agent / Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	249002
<015> Study Area Name	FTC COMMUNICATIONS, LLC
<020> Program Year	2016
<030> Contact Name - Person USAC should contact regarding this data	Mayme Carsten
<035> Contact Telephone Number - Number of person identified in data line <030>	8433821380 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	mayme_carsten@mail.ftc.org

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) <u>John Staurulakis, Inc.</u> is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	John Staurulakis, Inc.
Name of Reporting Carrier:	FTC COMMUNICATIONS, LLC
Signature of Authorized Officer:	CERTIFIED ONLINE Date: 06/24/2015
Printed name of Authorized Officer:	Guy Dent Adams Jr
Title or position of Authorized Officer:	COO Subsidiaries
Telephone number of Authorized Officer:	8033828700 ext.
Study Area Code of Reporting Carrier:	249002 Filing Due Date for this form: 07/01/2015
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier:	FTC COMMUNICATIONS, LLC
Name of Authorized Agent or Employee of Agent:	John Staurulakis, Inc.
Signature of Authorized Agent or Employee of Agent:	CERTIFIED ONLINE Date: 06/24/2015
Printed name of Authorized Agent or Employee of Agent:	Lans Chase
Title or position of Authorized Agent or Employee of Agent	Staff Director - Regulatory
Telephone number of Authorized Agent or Employee of Agent:	7705692105 ext.1
Study Area Code of Reporting Carrier:	249002 Filing Due Date for this form: 07/01/2015
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

FTC Communications, LLC ("FTC") adheres to the 12 points within the CTIA Consumer Code, including disclosing rates, additional taxes, fees, surcharges and terms of service; providing coverage maps; making customer service readily accessible; and allowing a trial period for new service.

1. FTC COMMUNICATIONS, LLC DISCLOSES RATES AND TERMS OF SERVICE TO CONSUMERS

For each service plan offered to new consumers, FTC discloses to consumers at point of sale and on its web sites, at least the following information, as applicable: (a) the coverage area for the service; (b) any activation or initiation fee; (c) the monthly access fee or base charge; (d) the amount and nature of any voice, messaging, or data allowances included in the plan (such as night and weekend minutes); (e) the charges for domestic usage in excess of any included allowances or outside of the coverage area; (f) for prepaid service plans, the period of time during which any balance is available for use; (g) whether there are prohibitions on data service usage and whether there are network management practices that will have a material impact on the customer's wireless data experience; (h) whether any additional taxes, fees or surcharges apply; (i) the amount or range of any such fees or surcharges that are collected and retained by the carrier; (j) the amount or nature of any late payment fee; (k) whether a fixed-term contract is required and its duration; (l) the amount and nature of any early termination fee that may apply; and (m) the trial period during which a consumer may cancel service without any early termination fee, as long as the consumer complies with any applicable return policy.

2. FTC COMMUNICATIONS, LLC MAKES AVAILABLE MAPS SHOWING WHERE SERVICE IS GENERALLY AVAILABLE

FTC makes available at point of sale and on its web sites maps depicting approximate domestic coverage applicable to each of their service plans currently offered to consumers. To enable consumers to make comparisons among carriers, FTC generated this map using generally accepted methodologies and standards to depict outdoor coverage. All such maps will contain or link to an appropriate legend concerning limitations and/or variations in wireless coverage and map usage, including any geographic limitations on the availability of any services included in the plan. FTC periodically updates such maps as necessary to keep them reasonably current. If necessary to show the extent of service coverage available to customers from carriers' roaming partners, FTC incorporates coverage maps from roaming partners that are generated using similar industry-accepted criteria, or if such information is not available, incorporate publicly available information regarding roaming partners' coverage areas.

3. FTC COMMUNICATIONS, LLC PROVIDES CONTRACT TERMS TO CUSTOMERS AND CONFIRMS CHANGES IN SERVICE

When a customer initiates new service or a change in existing service, FTC provides or confirms any new material terms and conditions of the ongoing service with the customer.

4. FTC COMMUNICATIONS, LLC ALLOWS A TRIAL PERIOD FOR NEW SERVICE

When a customer initiates postpaid service with FTC, the customer will be informed of and given a period of not less than 14 days to try out the service. FTC does not impose an early termination fee if the customer cancels service within this period, provided that the customer complies with applicable return and/or exchange policies. Other charges, including usage charges, may still apply.

5. FTC COMMUNICATIONS, LLC PROVIDES SPECIFIC DISCLOSURES IN ADVERTISING

In advertising of prices for wireless service plans or devices, FTC discloses material charges and conditions related to the advertised prices and services, including if applicable and to the extent the advertising medium reasonably allows: (a) whether activation or initiation fees apply; (b) monthly access fees or base charges; (c) the amount and nature of any voice, messaging, or data service allowances included in the plan; (d) the charges for any domestic usage in excess of any included allowances or outside of the coverage area; (e) for prepaid service plans, the period of time during which any balance is available for use; (f) whether there are network management practices that will have a material impact on the customer's wireless data experience; (g) whether any additional taxes, fees or surcharges apply; (h) the amount or range of any such fees or surcharges that are collected and retained by the carrier; (i) whether a fixed-term contract is required and its duration; (j) early termination fees; (k) the terms and conditions related to receiving a product or service for "free;" (l) for any service plan advertised as "nationwide," (or using similar terms), the carrier will have available substantiation for this claim; and (i) whether prices or benefits apply only for a limited time or promotional period and, if so, whether any different fees or charges will apply for the remainder of the contract term.

6. FTC COMMUNICATIONS, LLC SEPARATELY IDENTIFIES CARRIER CHARGES FROM TAXES ON BILLING STATEMENTS

On customers' bills, FTC distinguishes (a) monthly charges for service and features, and other Charges collected and retained by FTC, from (b) taxes, fees and other charges collected by FTC and remitted to federal state or local governments. FTC will not label cost recovery fees or charges as taxes.

7. FTC COMMUNICATIONS, LLC PROVIDES CUSTOMERS THE RIGHT TO TERMINATE SERVICE FOR CHANGES TO CONTRACT TERMS

FTC will not modify the material terms of their postpaid customers' contracts in a manner that is materially adverse to those customers without providing a reasonable advance notice of a proposed modification and allowing those customers a time period of not less than 14 days to cancel their contracts with no early termination fee.

8. FTC COMMUNICATIONS, LLC PROVIDES READY ACCESS TO CUSTOMER SERVICE

Customers will be provided a toll-free telephone number to access FTC's customer service during normal business hours. Customer service contact information will be provided to customers online and on billing statements. FTC provides information about how customers can contact the carrier in writing, by toll-free telephone number, *via* the Internet or otherwise with any inquiries or complaints, and this information is included, at a minimum, on all billing statements, in written responses to customer inquiries and on FTC's web site. FTC also makes such contact information available, upon request, to any customer calling customer service departments.

9. FTC COMMUNICATIONS, LLC PROMPTLY RESPONDS TO CONSUMER INQUIRIES AND COMPLAINTS RECEIVED FROM GOVERNMENT AGENCIES

FTC responds in writing to state or federal administrative agencies within 30 days of receiving written consumer complaints from any such agency.

10. FTC COMMUNICATIONS, LLC ABIDES BY POLICIES FOR PROTECTION OF CUSTOMER PRIVACY

FTC abides by a policy regarding the privacy of customer information in accordance with applicable federal and state laws, and makes available to the public its privacy policy concerning information collected online. FTC abides by the CTIA Best Practices and Guidelines or Location-Based Services.

11. FTC COMMUNICATIONS, LLC PROVIDES CONSUMERS WITH FREE NOTIFICATIONS FOR VOICE, DATA AND MESSAGING USAGE, AND INTERNATIONAL ROAMING

FTC provides, at no charge: (a) a notification to consumers of currently-offered and future domestic wireless plans that include limited data allowances when consumers approach and exceed their allowance for data usage and will incur overage charges; (b) a notification to consumers of currently-offered and future domestic voice and messaging plans that include limited voice and messaging allowances when consumers approach and exceed their allowance for those services and will incur overage charges; and (c) a notification to consumers without an international roaming plan/package whose devices have registered abroad and who may incur charges for international usage. The notifications described above to postpaid consumers are based on information available at the time the notification is sent. Wireless consumers will not have to affirmatively sign up in order for these notifications to be sent. FTC clearly and conspicuously discloses tools or services that enable consumers to track, monitor and/or set limits on voice, messaging and data usage.

12. FTC COMMUNICATIONS, LLC ABIDES BY THE MOBILE DEVICE UNLOCKING STANDARDS

Each wireless provider will abide by the following standards regarding the ability of customers, former customers, and individual owners of eligible devices to unlock phones

and tablets, (“mobile wireless devices”) that are locked by or at the direction of the carrier. It should be noted that carriers typically use different frequencies and air interface technologies to provide wireless network access. Accordingly, a device that works on one carrier’s network may not be technologically compatible with another carrier’s network. “Unlocking” a device refers only to disabling software that would prevent a consumer from attempting to activate a device designed for one carrier’s network on another carrier’s network, even if that network is technologically compatible. In other words, “unlocking” a device will not necessarily make a device interoperable with other networks-a device designed for one network is not made technologically compatible with another network merely by “unlocking” it. Additionally, unlocking a device may enable some functionality of the device but not all (e.g., an unlocked device may support voice services but not data services when activated on a different network).

FTC Communications, LLC (“FTC”) hereby certifies that it is able to function in emergency situations as set forth in 47 C.F.R. § 54.202(a)(2)¹ and Section 103-690 of the South Carolina Code of Regulations. FTC’s network is designed to remain functional in emergency situations without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations as required by Section 54.202(a)(2) and Section 103-690 of the South Carolina Code of Regulations. FTC can change call routing translations as needed to reroute traffic around damaged facilities. Changing call routing translations will also allow FTC to manage traffic spikes throughout its network, as emergency situations require.

¹ Section 54.202(a)(2) requires ETCs that are designated by the Commission to “demonstrate its ability to remain functional in emergency situations, including a demonstration that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations.”

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

249002

FTC COMMUNICATIONS, LLC

2016

Mayme Carsten

8433821380 ext.

mayme carsten@mail.ftc.org

1/1/2015

[illegible]

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	249002
<015>	Study Area Name	FTC COMMUNICATIONS, LLC
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Mayme Carsten
<035>	Contact Telephone Number - Number of person identified in data line <030>	8433821380 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	mayme_carsten@mail.ftc.org
<810>	Reporting Carrier	FTC Communications, LLC
<811>	Holding Company	Farmers Telephone Cooperative, Inc. (SC)
<812>	Operating Company	FTC Communications, LLC

[illegible]

FTC Wireless Lifeline Initial Enrollment Form

Please complete Sections 1, 2 and 3 below. You must provide proof of your eligibility along with this application.

If you have Lifeline (free or reduced phone service) with another company, do you give FTC Wireless permission to transfer the Lifeline service? If you answer yes, you will lose the discount with the other company. If you answer no, you may not receive Lifeline on this account.*

☐ Yes, transfer my Lifeline service ☐ No, do not transfer my Lifeline service ☐ I do not currently have Lifeline

SECTION 1 - Applicant Information (Applicant is the person who has telephone service with the telephone company).

First Name*

Middle Name/Initial

Last Name*

Date of Birth*

Last 4-Digits of SSN*

Phone Number

Email Address

Residential Street Address (No PO Boxes)*

Unit #

City*

State*

Zip Code*

Is your residential address permanent?* ☐ Yes ☐ No

Mailing Address (if different)

Unit #

City

State

Zip Code

Eligible Person's Information. Only complete this part if the person who qualifies for Lifeline is not the Applicant.

First Name

Last Name

Date of Birth

Last 4-Digits of SSN

Relationship to Applicant

SECTION 2 - Eligibility Information

I certify that I, my dependent, or my household receives assistance from at least one of the programs listed below, or that my total household income is at or below 135% of the Federal Poverty Guidelines, and that I have provided proof of eligibility.*

2014 135% of the Federal Poverty Guidelines (annual household income before tax)

1 person up to \$15,755 per year 2 people up to \$21,236 3 people up to 26,717 4 people up to \$32,198 5 or more people - add \$5,481 for each extra person

Select only one

☐ Federal Public Housing Assistance or Section 8

☐ Low Income Home Energy Assistance Program (LIHEAP)

☐ Medicaid

☐ National School Lunch free lunch program

☐ Supplemental Nutrition Assistance Program (SNAP)

☐ Supplemental Security Income (SSI)

☐ Temporary Assistance For Needy Families (TANF)

☐ Total Household Income at or below 135% of the Federal Poverty Guidelines

If you checked **Total Household Income** above, provide the number of people in your household.

SECTION 3 - Certification

By initialing each line below, I certify, under penalty of perjury, that*:

___*My household receives only one Lifeline-supported service, and to the best of my knowledge, no one in my household receives Lifeline from another telephone company.

___*I understand that I must notify the telephone company within 30 days if: (1) I move to a new address, (2) I, or the eligible person in my household, no longer meets the program or income eligibility criteria, (3) my household receives more than one Lifeline discounted telephone, or (4) my household, for any reason, no longer meets the criteria to receive Lifeline support, and that I may be penalized for failing to make the above notifications.

___*I give the telephone company permission to release to the Universal Service Administrative Company (USAC) or its agent any records required to confirm that my household only receives one Lifeline benefit. If USAC finds that my household receives more than one Lifeline benefit, USAC will notify the telephone companies, and I will have to select one service and I will be de-enrolled from the other.

___*I understand that I must recertify my Lifeline eligibility every year and that I will lose my Lifeline benefit if I do not recertify each year.

___*I understand that Lifeline is a government program and I may be punished if I knowingly provide false or untrue information to receive Lifeline. Punishment may include being fined, imprisoned, or barred from the Lifeline program.

By signing below, I certify, under penalty of perjury, that the above information is true to the best of my knowledge:

Signature*

Date*

Send the completed form and proof of eligibility to:

MAIL: FTC Wireless PO Box 588, Kingstree, SC 29556

Lifeline is a federal benefit that makes monthly telephone service more affordable for eligible households. Your household may receive Lifeline on one wireless OR one home telephone, but not both. Your household may not receive the Lifeline benefit from more than one telephone company. For the purpose of Lifeline, a household is an individual or any group of individuals who live together at the same address and share income or expenses. You may not transfer your Lifeline discount to another person, even if he or she is eligible. You may lose your Lifeline benefit and may be prosecuted by the United States government if you violate the one-per-household rule or otherwise make false statements to receive Lifeline.

FTC Lifeline Independent Economic Household (IEH) Worksheet

Lifeline is a government program that provides a monthly discount on home phone or cell phone service. **Only one Lifeline service per household** is allowed under Federal law.

Answer the questions below to determine if there is more than one household living at your address, and if your household already receives Lifeline. Providing false information on this form may result in losing your Lifeline service or criminal penalties.

Name _____ Telephone Number _____ (optional)

Address _____
 Street Apt. City State Zip

1. Besides you, does anyone else live at the address above?

☐ **No.** You are **ELIGIBLE** for Lifeline because no one at your address has Lifeline. Please **SIGN** below to certify that this is true.

☐ **Yes.** Please answer question 2 below.

2. Does your husband, wife or domestic partner (someone you are in a relationship with living at your address) have a Lifeline-discounted phone service? (check no if you do not have a husband, wife or domestic partner)

☐ **No.** Please answer question 3 below.

☐ **Yes. STOP. Do not sign the form. You are NOT ELIGIBLE** because someone in your household already has Lifeline.

3. Does another adult (age 18 or older, or emancipated minor) live with you **AND** have a Lifeline-discounted phone service? For example, parent, son, daughter, another relative (such as a sibling, aunt, cousin, grandparent, grandchild, etc.), a roommate, or another person.

☐ **No.** You are **ELIGIBLE** for Lifeline because no one in your household has Lifeline. Please **SIGN** below to certify that this is true.

☐ **Yes.** Please answer question 4 below.

4. Do you share expenses for bills, food, or other living expenses **AND** share income (salary, public assistance benefits, social security payments or other income) with the person in question #2 that has a Lifeline-discounted phone service?

☐ **No.** You are **ELIGIBLE** for Lifeline because no one in your household has Lifeline. Please **SIGN** below to certify that this is true.

☐ **Yes. STOP. Do not sign the form. You are NOT ELIGIBLE** because someone in your household already has Lifeline.

I certify that the information provided above is true and that no one in my household already has Lifeline. I understand that violating the one-per-household requirement is against the Federal Communications Commission's rules and I may lose my Lifeline benefits, and may be prosecuted by the United States government for violating the rules.

Signature _____ Date _____

Please return the signed form to **FTC**, P.O. Box 588, Kingstree, SC 29556.